SECTION V ATTACHMENT B
Desk Review Checklist

Agent		NCP:		Type of Action:					
		IVD#:		Month / Year					
Client		NCP MPI#		SS#				**Points**	**Percent**
		CP MPI#		EIS#		**Value**	**Applies**	**Missed**	**of total**
Case Intake		1	If Requested in Person Provided Same Day?			1			#DIV/0!
		2	IV-D Services provided within 5 working days if requested by phone, in writing						
			or a IV-A referral?			3			#DIV/0!
		3	Case Opened within 20 days of receipt of fee or IV-A referral?			2			#DIV/0!
		4	Documentation of Payment of Application Fee (If Appropriate).			1			#DIV/0!
		5	ACTS Updated with All Appropriate Locate Information			1			#DIV/0!
		6	Case in Correct Processing Status?			1			#DIV/0!
		7	Notes Entered on Applicable Events and Dispositioned.			3			#DIV/0!
		8	All Associated Case/NCP worklist Items Processed and Deleted.			1			#DIV/0!
Case Structure									
**		9	**Is URPA balance correct?**			3			#DIV/0!
**		10	**Client Welfare Summary Current (i.e. Check History, Dates, Current**			2			#DIV/0!
			Grant, EIS Case #, AFDC Worker#, Status)						
**		11	**Sound/Justified Decisions Taken Based on: Child Support Policy/**						
			Guidelines, ACTS Procedures, Inner Office Procedures			5			#DIV/0!
**		12	**IVD status matches EIS**			3			#DIV/0!
**		13	**CLT address: Matches EIS if TANF/ if NPA has mail address**			1			#DIV/0!
		14	All Associated Case/NCP worklist Items Processed and Deleted.			1			#DIV/0!
NON-COOP		15	NCOR & NCOD events if CLT failed to cooperate			1			#DIV/0!
LOCATION		16	All Locate Sources Accessed Within 75 Calendar Days of Need for locate?			1			#DIV/0!
		17	**Within 20 Calendar Days of Finding NCP in Another State Did Initiating**			5			#DIV/0!
			State Refer a CSE case to Responding State's Central Registry?						
		18	Upon Receipt of New Information was Action Taken Immediately?			5			#DIV/0!
		19	Manual Locates Dispositioned per ACTS procedures and CSE policy.			2			#DIV/0!
**		20	**Address/Employer Maintenance Records Created and Updated per**						
			ACTS procedures/CSE Policy.			3			#DIV/0!
		21	Case in Correct Processing Status? (Loct/Pat/Esta/Coll/Delq)			3			#DIV/0!
		22	Notes Entered on Applicable Events and Dispositioned.			2			#DIV/0!
		23	All Associated Case/NCP Worklist Items Processed and Deleted.			3			#DIV/0!
PATERNITY		24	Upon location of NCP was paternity established within 90 calendar days?**OR**			3			#DIV/0!
		25	Complete Service of Process or Document Unsuccessful Service						
			Within 90 Calendar Days?			3			#DIV/0!
		26	Was NCP Excluded as a Result of DNA Testing/ or Legal Process						
			Before Child Reached 6 Months of Age?			3			#DIV/0!
		27	Case In Correct Processing Status?			3			#DIV/0!
		28	Paternity Test Records/Scheduling completed and ACTS Case Events						
			Documented and Dispositioned per ACTS procedures/CSE Policy			2			#DIV/0!
		29	Paternity Status Disposition Entered on Child's Participant Screen			2			#DIV/0!
		30	Paternity Events Created per CSE Policy and ACTS Procedures When						
			Paternity Established by Affidavit of Parentage.			2			#DIV/0!
		31	Was Genetic Test Waiver/Stipulation signed by NCP?			2			#DIV/0!
		32	Paternity Order Entered Properly/Timely			2			#DIV/0!
		33	Documents Completed/Signed/Referred for Supervisor/Judicial Review			1			#DIV/0!
		34	Notes Entered on Applicable Events and Dispositioned.			3			#DIV/0!
		35	All Associated Case/NCP worklist Items Processed and Deleted.			1			#DIV/0!
SUPPORT/		36	Upon Location of NCP was Order Established Within 90 Calendar Days			3			#DIV/0!
MEDICAL			of Location? **OR**						
		37	Complete Service of Process or Document Unsuccessful Service			3			#DIV/0!
			Within 90 Calendar Days?						
		38	PPPA repayment ordered?/Requested via IVA interface?			2			#DIV/0!
		39	PPPA repayment not ordered with justification? Requested via IVA interface?			2			#DIV/0!
		40	Civil Action Documents Generated through ACTS and Service of Process			3			#DIV/0!
			Information Entered in ACTS?						
		41	Was CRIA Event Created and Dispositioned in ACTS?			1			#DIV/0!
		42	Was Proper Legal Procedure followed?			3			#DIV/0!
		43	Was Medical Insurance/Medical Support Ordered? Documentation			3			#DIV/0!
			in ACTS reflecting why if not ordered?						
		44	Was medical cost verified and entered into ACTS/Medical Insurance record			3			#DIV/0!
			created? Medical notice sent to client? If medical insurance provided by						
			a non-participant, is there documentation in ACTS?						
		45	Was Worksheet Completed Correctly with Clear Documentation reflecting			3			#DIV/0!

SECTION V ATTACHMENT B
Desk Review Checklist

Category	#	Description	Score			Result
		Income Utilized, Expenses, etc.				
	46	Daycare or Extraordinary Needs Verified/Documented in ACTS	2			#DIV/0!
	47	Applicable Events Dispositioned and Notes Entered.	3			#DIV/0!
	48	Was the Court Order Entered Correctly on Screen FOD per ACTS	4			#DIV/0!
		procedures and CSE Policy(Correct Terms per Hard Copy and Subaccounts)				
	49	Case in Correct Processing Status?	3			#DIV/0!
	50	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
ENFORCEMENT	51	Order enforced within 30 calendar days of location of NCP or identification of	3			#DIV/0!
NON-COURT		delinquency if service of process is not necessary?				
ACTION	52	Withholding to Employer Within 5 Working Days of New Employer and	3			#DIV/0!
		service of process information entered properly and timely?				
	53	Certificate of Service Generated within Month of W/W notice Generated?	2			#DIV/0!
	54	Case in Correct Processing Status?	3			#DIV/0!
	55	Case properly authenticated for Tax Intercept Submission?	2			#DIV/0!
	56	Workman's Compensation Hits Completed Timely/Properly?	2			#DIV/0!
	57	I/W worksheet contains appropriate cases	5			#DIV/0!
	58	Employer Non-Compliance Monitored and Correct Action Taken?	3			#DIV/0!
	59	Appropriate Documents Generated Through Document Generation?	2			#DIV/0!
	60	Documents completed/signed/referred for supervisor/judicial review	1			#DIV/0!
		and signature.				
	61	Availability of Medical Insurance Follow-up.	2			#DIV/0!
	62	Notes Entered on Applicable Events and dispositioned	3			#DIV/0!
	63	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
COURT ACTION	64	Successful service of NCP within 60 calendar day of identification of non-	3			#DIV/0!
		compliance or documentation of unsuccessful service?				
	65	Case in Correct Processing Status?	3			#DIV/0!
	66	Documentation Exist that All Enforcement Remedies Examined	2			#DIV/0!
	67	Scheduling Process Properly Completed and Dispositioned.	2			#DIV/0!
	68	Proper civil action filed and proper court documents generated with correct	2			#DIV/0!
		service of process information entered properly and timely? Applicable notes entered?				
	69	Case Synopsis Properly Completed for Attorney Review Prior to	1			#DIV/0!
		Court Date?				
COURT ACTION	70	Displays IVD Program and Case Knowledge in Court?	2			#DIV/0!
CONTINUED	71	Changes to Court Orders/Subaccounts Entered Correctly?				#DIV/0!
		UNADJ arrears to ADJ / Intercept indicator correct?	3			#DIV/0!
	72	Resolution of court action completed within 2 days from court date.	2			#DIV/0!
	73	Court orders generated in ACTS?	1			#DIV/0!
	74	Were court orders entered into ACTS system within 3 days of the effective date	2			#DIV/0!
		of the order and copies sent to all parties per CSE policy?				
	75	Case moved from DELQ processing status to COLL processing status if appropriate?	2			#DIV/0!
	76	Availability of Medical Insurance Follow-up.	3			#DIV/0!
	77	Case properly authenticated for Tax Intercept Submission?	2			#DIV/0!
	78	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
MOD / REVIEW	79	Within 15 calendar days of the RNIR or RARE event being created, was a	3			#DIV/0!
		determination made whether or not a review should be conducted?				
	80	Within 180 calendar days of determining that a review should be conducted,	3			#DIV/0!
		was appropriate action taken? (RARB, RARD etc.)				
	81	Case in Correct Processing Status?	3			#DIV/0!
	82	Correct process & results documented (verif. of income, worksheet etc.)	4			#DIV/0!
	83	Follow up on availability of medical insurance	1			#DIV/0!
	84	Scheduling process properly completed and dispositioned / Notes added /				#DIV/0!
		Service of process entered?	1			
	85	Were court orders entered into ACTS system within 3 days of the effective date of the				#DIV/0!
		order and copies sent to all parties per CSE policy?	1			
	86	If documents generated not used or events created in error, OOPS disposition entered	1			#DIV/0!
	87	Resolution of court action completed within 2 days from court date.	2			#DIV/0!
	88	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
INTERSTATE	89	Responding state notified of case status changes within 10 days of				#DIV/0!
		receipt of information?	2			#DIV/0!
	90	Enforcement action initiated within CSE timeframes?	3			#DIV/0!
	91	Correct interstate codes on screen C8C?	2			#DIV/0!
	92	Order entered on Screen IOD?	2			#DIV/0!
	93	Incoming CSENET transactions properly completed and deleted?	3			#DIV/0!
	94	Outgoing CSENET transactions completed properly for CSENET states?	3			#DIV/0!
	95	All interstate case activities documented on Screen URS if the other state is not				#DIV/0!
		CSENET functional and notes added as appropriate?	3			#DIV/0!

	96	All Associated Case/NCP worklist Items Processed and Deleted.						1				#DIV/0!
TOTALS										0	0	#DIV/0!
Quality Score												#DIV/0!
TOTALS										0	0	#DIV/0!
Timeliness Score												#DIV/0!
REVIEWER'S												
COMMENTS:												

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Desk Review Checklist

					Value	Applies	Missed	Percent of total
Agent		NCP:		Type of Action				
		IVD#:		Month / Year				
Client		NCP MPI#		SS#			Points	Percent
		CP MPI#		EIS#		**Value**	Applies	Missed	of total

				Value	Applies	Missed	Percent of total
Case Intake		1	If Requested in Person Provided Same Day?	**1**			#DIV/0!
		2	IV-D Services provided within 5 working days if requested by phone, in writing				
			or a IV-A referral?	**3**			#DIV/0!
		3	Case Opened within 20 days of receipt of fee or IV-A referral?	**2**			#DIV/0!
		4	Documentation of Payment of Application Fee (If Appropriate).	**1**			#DIV/0!
		5	ACTS Updated with All Appropriate Locate Information	**1**			#DIV/0!
		6	Case in Correct Processing Status?	**1**			#DIV/0!
		7	Notes Entered on Applicable Events and Dispositioned.	**3**			#DIV/0!
		8	All Associated Case/NCP worklist Items Processed and Deleted.	**1**			#DIV/0!
Case Structure							
**		9	**Is URPA balance correct?**	**3**			#DIV/0!
**		10	**Client Welfare Summary Current (i.e. Check History, Dates, Current**	**2**			#DIV/0!
			Grant, EIS Case #, AFDC Worker#, Status)				
**		11	**Sound/Justified Decisions Taken Based on: Child Support Policy/**				
			Guidelines, ACTS Procedures, Inner Office Procedures	**5**			#DIV/0!
**		12	**IVD status matches EIS**	**3**			#DIV/0!
**		13	**CLT address: Matches EIS if TANF/ if NPA has mail address**	**1**			#DIV/0!
		14	All Associated Case/NCP worklist Items Processed and Deleted.	**1**			#DIV/0!
NON-COOP		15	NCOR & NCOD events if CLT failed to cooperate	**1**			#DIV/0!
LOCATION		16	All Locate Sources Accessed Within 75 Calendar Days of Need for locate?	**1**			#DIV/0!
		17	**Within 20 Calendar Days of Finding NCP in Another State Did Initiating**	**5**			#DIV/0!
			State Refer a CSE case to Responding State's Central Registry?				
		18	Upon Receipt of New Information was Action Taken Immediately?	**5**			#DIV/0!
		19	Manual Locates Dispositioned per ACTS procedures and CSE policy.	**2**			#DIV/0!
**		20	**Address/Employer Maintenance Records Created and Updated per**				
			ACTS procedures/CSE Policy.	**3**			#DIV/0!
		21	Case in Correct Processing Status? (Loct/Pat/Esta/Coll/Delq)	**3**			#DIV/0!
		22	Notes Entered on Applicable Events and Dispositioned.	**2**			#DIV/0!
		23	All Associated Case/NCP Worklist Items Processed and Deleted.	**3**			#DIV/0!
PATERNITY		24	Upon location of NCP was paternity established within 90 calendar days?**OR**	**3**			#DIV/0!
		25	Complete Service of Process or Document Unsuccessful Service				
			Within 90 Calendar Days?	**3**			#DIV/0!
		26	Was NCP Excluded as a Result of DNA Testing/ or Legal Process				
			Before Child Reached 6 Months of Age?	**3**			#DIV/0!
		27	Case In Correct Processing Status?	**3**			#DIV/0!
		28	Paternity Test Records/Scheduling completed and ACTS Case Events				
			Documented and Dispositioned per ACTS procedures/CSE Policy	**2**			#DIV/0!
		29	Paternity Status Disposition Entered on Child's Participant Screen	**2**			#DIV/0!
		30	Paternity Events Created per CSE Policy and ACTS Procedures When				
			Paternity Established by Affidavit of Parentage.	**2**			#DIV/0!
		31	Was Genetic Test Waiver/Stipulation signed by NCP?	**2**			#DIV/0!
		32	Paternity Order Entered Properly/Timely	**2**			#DIV/0!
		33	Documents Completed/Signed/Referred for Supervisor/Judicial Review	**1**			#DIV/0!
		34	Notes Entered on Applicable Events and Dispositioned.	**3**			#DIV/0!
		35	All Associated Case/NCP worklist Items Processed and Deleted.	**1**			#DIV/0!
SUPPORT/		36	Upon Location of NCP was Order Established Within 90 Calendar Days	**3**			#DIV/0!
MEDICAL			of Location? **OR**				
		37	Complete Service of Process or Document Unsuccessful Service	**3**			#DIV/0!
			Within 90 Calendar Days?				
		38	PPPA repayment ordered?/Requested via IVA interface?	**2**			#DIV/0!
		39	PPPA repayment not ordered with justification? Requested via IVA interface?	**2**			#DIV/0!
		40	Civil Action Documents Generated through ACTS and Service of Process	**3**			#DIV/0!
			Information Entered in ACTS?				
		41	Was CRIA Event Created and Dispositioned in ACTS?	**1**			#DIV/0!
		42	Was Proper Legal Procedure followed?	**3**			#DIV/0!
		43	Was Medical Insurance/Medical Support Ordered? Documentation	**3**			#DIV/0!
			in ACTS reflecting why if not ordered?				
		44	Was medical cost verified and entered into ACTS/Medical Insurance record	**3**			#DIV/0!
			created? Medical notice sent to client? If medical insurance provided by				
			a non-participant, is there documentation in ACTS?				
		45	Was Worksheet Completed Correctly with Clear Documentation reflecting	**3**			#DIV/0!

SECTION V ATTACHMENT B
Desk Review Checklist

Category	#	Description	Value				Result
		Income Utilized, Expenses, etc.					
	46	Daycare or Extraordinary Needs Verified/Documented in ACTS	2				#DIV/0!
	47	Applicable Events Dispositioned and Notes Entered.	3				#DIV/0!
	48	Was the Court Order Entered Correctly on Screen FOD per ACTS	4				#DIV/0!
		procedures and CSE Policy(Correct Terms per Hard Copy and Subaccounts)					
	49	Case in Correct Processing Status?	3				#DIV/0!
	50	All Associated Case/NCP worklist Items Processed and Deleted.	1				#DIV/0!
ENFORCEMENT	51	Order enforced within 30 calendar days of location of NCP or identification of	3				#DIV/0!
NON-COURT		delinquency if service of process is not necessary?					
ACTION	52	Withholding to Employer Within 5 Working Days of New Employer and	3				#DIV/0!
		service of process information entered properly and timely?					
	53	Certificate of Service Generated within Month of W/W notice Generated?	2				#DIV/0!
	54	Case in Correct Processing Status?	3				#DIV/0!
	55	Case properly authenticated for Tax Intercept Submission?	2				#DIV/0!
	56	Workman's Compensation Hits Completed Timely/Properly?	2				#DIV/0!
	57	I/W worksheet contains appropriate cases	5				#DIV/0!
	58	Employer Non-Compliance Monitored and Correct Action Taken?	3				#DIV/0!
	59	Appropriate Documents Generated Through Document Generation?	2				#DIV/0!
	60	Documents completed/signed/referred for supervisor/judicial review	1				#DIV/0!
		and signature.					
	61	Availability of Medical Insurance Follow-up.	2				#DIV/0!
	62	Notes Entered on Applicable Events and dispositioned	3				#DIV/0!
	63	All Associated Case/NCP worklist Items Processed and Deleted.	1				#DIV/0!
COURT ACTION	64	Successful service of NCP within 60 calendar day of identification of non-	3				#DIV/0!
		compliance or documentation of unsuccessful service?					
	65	Case in Correct Processing Status?	3				#DIV/0!
	66	Documentation Exist that All Enforcement Remedies Examined	2				#DIV/0!
	67	Scheduling Process Properly Completed and Dispositioned.	2				#DIV/0!
	68	Proper civil action filed and proper court documents generated with correct	2				#DIV/0!
		service of process information entered properly and timely? Applicable notes entered?					
	69	Case Synopsis Properly Completed for Attorney Review Prior to	1				#DIV/0!
		Court Date?					
COURT ACTION	70	Displays IVD Program and Case Knowledge in Court?	2				#DIV/0!
CONTINUED	71	Changes to Court Orders/Subaccounts Entered Correctly?					#DIV/0!
		UNADJ arrears to ADJ / Intercept indicator correct?	3				#DIV/0!
	72	Resolution of court action completed within 2 days from court date.	2				#DIV/0!
	73	Court orders generated in ACTS?	1				#DIV/0!
	74	Were court orders entered into ACTS system within 3 days of the effective date	2				#DIV/0!
		of the order and copies sent to all parties per CSE policy?					
	75	Case moved from DELQ processing status to COLL processing status if appropriate?	2				#DIV/0!
	76	Availability of Medical Insurance Follow-up.	3				#DIV/0!
	77	Case properly authenticated for Tax Intercept Submission?	2				#DIV/0!
	78	All Associated Case/NCP worklist Items Processed and Deleted.	1				#DIV/0!
MOD / REVIEW	79	Within 15 calendar days of the RNIR or RARE event being created, was a	3				#DIV/0!
		determination made whether or not a review should be conducted?					
	80	Within 180 calendar days of determining that a review should be conducted,	3				#DIV/0!
		was appropriate action taken? (RARB, RARD etc.)					
	81	Case in Correct Processing Status?	3				#DIV/0!
	82	Correct process & results documented (verif. of income, worksheet etc.)	4				#DIV/0!
	83	Follow up on availability of medical insurance	1				#DIV/0!
	84	Scheduling process properly completed and dispositioned / Notes added /					#DIV/0!
		Service of process entered?	1				#DIV/0!
	85	Were court orders entered into ACTS system within 3 days of the effective date of the					#DIV/0!
		order and copies sent to all parties per CSE policy?	1				#DIV/0!
	86	If documents generated not used or events created in error, OOPS disposition entered	1				#DIV/0!
	87	Resolution of court action completed within 2 days from court date.	2				#DIV/0!
	88	All Associated Case/NCP worklist Items Processed and Deleted.	1				#DIV/0!
INTERSTATE	89	Responding state notified of case status changes within 10 days of					#DIV/0!
		receipt of information?	2				#DIV/0!
	90	Enforcement action initiated within CSE timeframes?	3				#DIV/0!
	91	Correct interstate codes on screen C8C?	2				#DIV/0!
	92	Order entered on Screen IOD?	2				#DIV/0!
	93	Incoming CSENET transactions properly completed and deleted?	3				#DIV/0!
	94	Outgoing CSENET transactions completed properly for CSENET states?	3				#DIV/0!
	95	All interstate case activities documented on Screen URS if the other state is not					#DIV/0!
		CSENET functional and notes added as appropriate?	3				#DIV/0!

	96	All Associated Case/NCP worklist Items Processed and Deleted.				1			#DIV/0!
TOTALS							0	0	#DIV/0!
Quality Score									#DIV/0!
TOTALS							0	0	#DIV/0!
Timeliness Score									#DIV/0!
REVIEWER'S COMMENTS:									

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Desk Review Checklist

Agent		NCP:		Type of Action:					
		IVD#:		Month / Year					
Client		NCP MPI#		SS#				Points	Percent
		CP MPI#		EIS#			Value	Applies	Missed	of total

			Value	Applies	Missed	of total
Case Intake	1	If Requested in Person Provided Same Day?	1			#DIV/0!
	2	IV-D Services provided within 5 working days if requested by phone, in writing				
		or a IV-A referral?	3			#DIV/0!
	3	Case Opened within 20 days of receipt of fee or IV-A referral?	2			#DIV/0!
	4	Documentation of Payment of Application Fee (If Appropriate).	1			#DIV/0!
	5	ACTS Updated with All Appropriate Locate Information	1			#DIV/0!
	6	Case in Correct Processing Status?	1			#DIV/0!
	7	Notes Entered on Applicable Events and Dispositioned.	3			#DIV/0!
	8	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
Case Structure						
**	9	**Is URPA balance correct?**	3			#DIV/0!
**	10	**Client Welfare Summary Current (i.e. Check History, Dates, Current**	2			#DIV/0!
		Grant, EIS Case #, AFDC Worker#, Status)				
**	11	**Sound/Justified Decisions Taken Based on: Child Support Policy/**				
		Guidelines, ACTS Procedures, Inner Office Procedures	5			#DIV/0!
**	12	**IVD status matches EIS**	3			#DIV/0!
**	13	**CLT address: Matches EIS if TANF/ if NPA has mail address**	1			#DIV/0!
	14	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
NON-COOP	15	NCOR & NCOD events if CLT failed to cooperate	1			#DIV/0!
LOCATION	16	All Locate Sources Accessed Within 75 Calendar Days of Need for locate?	1			#DIV/0!
	17	**Within 20 Calendar Days of Finding NCP in Another State Did Initiating**	5			#DIV/0!
		State Refer a CSE case to Responding State's Central Registry?				
	18	Upon Receipt of New Information was Action Taken Immediately?	5			#DIV/0!
	19	Manual Locates Dispositioned per ACTS procedures and CSE policy.	2			#DIV/0!
**	20	**Address/Employer Maintenance Records Created and Updated per**				
		ACTS procedures/CSE Policy.	3			#DIV/0!
	21	Case in Correct Processing Status? (Loct/Pat/Esta/Coll/Delq)	3			#DIV/0!
	22	Notes Entered on Applicable Events and Dispositioned.	2			#DIV/0!
	23	All Associated Case/NCP Worklist Items Processed and Deleted.	3			#DIV/0!
PATERNITY	24	Upon location of NCP was paternity established within 90 calendar days?**OR**	3			#DIV/0!
	25	Complete Service of Process or Document Unsuccessful Service				
		Within 90 Calendar Days?	3			#DIV/0!
	26	Was NCP Excluded as a Result of DNA Testing/ or Legal Process				
		Before Child Reached 6 Months of Age?	3			#DIV/0!
	27	Case In Correct Processing Status?	3			#DIV/0!
	28	Paternity Test Records/Scheduling completed and ACTS Case Events				
		Documented and Dispositioned per ACTS procedures/CSE Policy	2			#DIV/0!
	29	Paternity Status Disposition Entered on Child's Participant Screen	2			#DIV/0!
	30	Paternity Events Created per CSE Policy and ACTS Procedures When				
		Paternity Established by Affidavit of Parentage.	2			#DIV/0!
	31	Was Genetic Test Waiver/Stipulation signed by NCP?	2			#DIV/0!
	32	Paternity Order Entered Properly/Timely	2			#DIV/0!
	33	Documents Completed/Signed/Referred for Supervisor/Judicial Review	1			#DIV/0!
	34	Notes Entered on Applicable Events and Dispositioned.	3			#DIV/0!
	35	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
SUPPORT/	36	Upon Location of NCP was Order Established Within 90 Calendar Days	3			#DIV/0!
MEDICAL		of Location? **OR**				
	37	Complete Service of Process or Document Unsuccessful Service	3			#DIV/0!
		Within 90 Calendar Days?				
	38	PPPA repayment ordered?/Requested via IVA interface?	2			#DIV/0!
	39	PPPA repayment not ordered with justification? Requested via IVA interface?	2			#DIV/0!
	40	Civil Action Documents Generated through ACTS and Service of Process	3			#DIV/0!
		Information Entered in ACTS?				
	41	Was CRIA Event Created and Dispositioned in ACTS?	1			#DIV/0!
	42	Was Proper Legal Procedure followed?	3			#DIV/0!
	43	Was Medical Insurance/Medical Support Ordered? Documentation	3			#DIV/0!
		in ACTS reflecting why if not ordered?				
	44	Was medical cost verified and entered into ACTS/Medical Insurance record	3			#DIV/0!
		created? Medical notice sent to client? If medical insurance provided by				
		a non-participant, is there documentation in ACTS?				
	45	Was Worksheet Completed Correctly with Clear Documentation reflecting	3			#DIV/0!

SECTION V ATTACHMENT B
Desk Review Checklist

Category	#	Description	Score			
		Income Utilized, Expenses, etc.				
	46	Daycare or Extraordinary Needs Verified/Documented in ACTS	2			#DIV/0!
	47	Applicable Events Dispositioned and Notes Entered.	3			#DIV/0!
	48	Was the Court Order Entered Correctly on Screen FOD per ACTS	4			#DIV/0!
		procedures and CSE Policy(Correct Terms per Hard Copy and Subaccounts)				
	49	Case in Correct Processing Status?	3			#DIV/0!
	50	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
ENFORCEMENT	51	Order enforced within 30 calendar days of location of NCP or identification of	3			#DIV/0!
NON-COURT		delinquency if service of process is not necessary?				
ACTION	52	Withholding to Employer Within 5 Working Days of New Employer and	3			#DIV/0!
		service of process information entered properly and timely?				
	53	Certificate of Service Generated within Month of W/W notice Generated?	2			#DIV/0!
	54	Case in Correct Processing Status?	3			#DIV/0!
	55	Case properly authenticated for Tax Intercept Submission?	2			#DIV/0!
	56	Workman's Compensation Hits Completed Timely/Properly?	2			#DIV/0!
	57	I/W worksheet contains appropriate cases	5			#DIV/0!
	58	Employer Non-Compliance Monitored and Correct Action Taken?	3			#DIV/0!
	59	Appropriate Documents Generated Through Document Generation?	2			#DIV/0!
	60	Documents completed/signed/referred for supervisor/judicial review	1			#DIV/0!
		and signature.				
	61	Availability of Medical Insurance Follow-up.	2			#DIV/0!
	62	Notes Entered on Applicable Events and dispositioned	3			#DIV/0!
	63	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
COURT ACTION	64	Successful service of NCP within 60 calendar day of identification of non-	3			#DIV/0!
		compliance or documentation of unsuccessful service?				
	65	Case in Correct Processing Status?	3			#DIV/0!
	66	Documentation Exist that All Enforcement Remedies Examined	2			#DIV/0!
	67	Scheduling Process Properly Completed and Dispositioned.	2			#DIV/0!
	68	Proper civil action filed and proper court documents generated with correct	2			#DIV/0!
		service of process information entered properly and timely? Applicable notes entered?				
	69	Case Synopsis Properly Completed for Attorney Review Prior to	1			#DIV/0!
		Court Date?				
COURT ACTION	70	Displays IVD Program and Case Knowledge in Court?	2			#DIV/0!
CONTINUED	71	Changes to Court Orders/Subaccounts Entered Correctly?				#DIV/0!
		UNADJ arrears to ADJ / Intercept indicator correct?	3			#DIV/0!
	72	Resolution of court action completed within 2 days from court date.	2			#DIV/0!
	73	Court orders generated in ACTS?	1			#DIV/0!
	74	Were court orders entered into ACTS system within 3 days of the effective date	2			#DIV/0!
		of the order and copies sent to all parties per CSE policy?				
	75	Case moved from DELQ processing status to COLL processing status if appropriate?	2			#DIV/0!
	76	Availability of Medical Insurance Follow-up.	3			#DIV/0!
	77	Case properly authenticated for Tax Intercept Submission?	2			#DIV/0!
	78	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
MOD / REVIEW	79	Within 15 calendar days of the RNIR or RARE event being created, was a	3			#DIV/0!
		determination made whether or not a review should be conducted?				
	80	Within 180 calendar days of determining that a review should be conducted,	3			#DIV/0!
		was appropriate action taken? (RARB, RARD etc.)				
	81	Case in Correct Processing Status?	3			#DIV/0!
	82	Correct process & results documented (verif. of income, worksheet etc.)	4			#DIV/0!
	83	Follow up on availability of medical insurance	1			#DIV/0!
	84	Scheduling process properly completed and dispositioned / Notes added /				#DIV/0!
		Service of process entered?	1			#DIV/0!
	85	Were court orders entered into ACTS system within 3 days of the effective date of the				#DIV/0!
		order and copies sent to all parties per CSE policy?	1			#DIV/0!
	86	If documents generated not used or events created in error, OOPS disposition entered	1			#DIV/0!
	87	Resolution of court action completed within 2 days from court date.	2			#DIV/0!
	88	All Associated Case/NCP worklist Items Processed and Deleted.	1			#DIV/0!
INTERSTATE	89	Responding state notified of case status changes within 10 days of				#DIV/0!
		receipt of information?	2			#DIV/0!
	90	Enforcement action initiated within CSE timeframes?	3			#DIV/0!
	91	Correct interstate codes on screen C8C?	2			#DIV/0!
	92	Order entered on Screen IOD?	2			#DIV/0!
	93	Incoming CSENET transactions properly completed and deleted?	3			#DIV/0!
	94	Outgoing CSENET transactions completed properly for CSENET states?	3			#DIV/0!
	95	All interstate case activities documented on Screen URS if the other state is not				#DIV/0!
		CSENET functional and notes added as appropriate?	3			#DIV/0!

	96	All Associated Case/NCP worklist Items Processed and Deleted.					1			#DIV/0!
TOTALS								0	0	#DIV/0!
Quality Score										#DIV/0!
TOTALS								0	0	#DIV/0!
Timeliness Score										#DIV/0!
REVIEWER'S COMMENTS:										

SECTION V ATTACHMENT B
Desk Review Checklist

Agent		NCP:		Type of Action:						Points	Percent
0		IVD#:		Month / Year		Jan-00					
Client		NCP MPI#		SS#							
		CP MPI#		EIS#				Value	Applies	Missed	of total
Case Intake		1 If Requested in Person Provided Same Day?						**1**	**0**	**0**	#DIV/0!
		2 IV-D Services provided within 5 working days if requested by phone, in writing									
		or a IV-A referral?						**3**	**0**	**0**	#DIV/0!
		3 Case Opened within 20 days of receipt of fee or IV-A referral?						**2**	**0**	**0**	#DIV/0!
		4 Documentation of Payment of Application Fee (If Appropriate).						**1**	**0**	**0**	#DIV/0!
		5 ACTS Updated with All Appropriate Locate Information						**1**	**0**	**0**	#DIV/0!
		6 Case in Correct Processing Status?						**1**	**0**	**0**	#DIV/0!
		7 Notes Entered on Applicable Events and Dispositioned.						**3**	**0**	**0**	#DIV/0!
		8 All Associated Case/NCP worklist Items Processed and Deleted.						**1**	**0**	**0**	#DIV/0!
Case Structure											
**		**9 Is URPA balance correct?**						**3**	**0**	**0**	#DIV/0!
**		**10 Client Welfare Summary Current (i.e. Check History, Dates, Current**						**2**	**0**	**0**	#DIV/0!
		Grant, EIS Case #, AFDC Worker#, Status)									
**		**11 Sound/Justified Decisions Taken Based on: Child Support Policy/**									
		Guidelines, ACTS Procedures, Inner Office Procedures						**5**	**0**	**0**	#DIV/0!
**		**12 IVD status matches EIS**						**3**	**0**	**0**	#DIV/0!
**		**13 CLT address: Matches EIS if TANF/ if NPA has mail address**						**1**	**0**	**0**	#DIV/0!
		14 All Associated Case/NCP worklist Items Processed and Deleted.						**1**	**0**	**0**	#DIV/0!
NON-COOP		15 NCOR & NCOD events if CLT failed to cooperate						**1**	**0**	**0**	#DIV/0!
LOCATION		16 All Locate Sources Accessed Within 75 Calendar Days of Need for locate?						**1**	**0**	**0**	#DIV/0!
		17 Within 20 Calendar Days of Finding NCP in Another State Did Initiating						**5**	**0**	**0**	#DIV/0!
		State Refer a CSE case to Responding State's Central Registry?									
		18 Upon Receipt of New Information was Action Taken Immediately?						**5**	**0**	**0**	#DIV/0!
		19 Manual Locates Dispositioned per ACTS procedures and CSE policy.						**2**	**0**	**0**	#DIV/0!
**		**20 Address/Employer Maintenance Records Created and Updated per**									
		ACTS procedures/CSE Policy.						**3**	**0**	**0**	#DIV/0!
		21 Case in Correct Processing Status? (Loct/Pat/Esta/Coll/Delq)						**3**	**0**	**0**	#DIV/0!
		22 Notes Entered on Applicable Events and Dispositioned.						**2**	**0**	**0**	#DIV/0!
		23 All Associated Case/NCP Worklist Items Processed and Deleted.						**3**	**0**	**0**	#DIV/0!
PATERNITY		24 Upon location of NCP was paternity established within 90 calendar days?**OR**						**3**	**0**	**0**	#DIV/0!
		25 Complete Service of Process or Document Unsuccessful Service									
		Within 90 Calendar Days?						**3**	**0**	**0**	#DIV/0!
		26 Was NCP Excluded as a Result of DNA Testing/ or Legal Process									
		Before Child Reached 6 Months of Age?						**3**	**0**	**0**	#DIV/0!
		27 Case In Correct Processing Status?						**3**	**0**	**0**	#DIV/0!
		28 Paternity Test Records/Scheduling completed and ACTS Case Events									
		Documented and Dispositioned per ACTS procedures/CSE Policy						**2**	**0**	**0**	#DIV/0!
		29 Paternity Status Disposition Entered on Child's Participant Screen						**2**	**0**	**0**	#DIV/0!
		30 Paternity Events Created per CSE Policy and ACTS Procedures When									
		Paternity Established by Affidavit of Parentage.						**2**	**0**	**0**	#DIV/0!
		31 Was Genetic Test Waiver/Stipulation signed by NCP?						**2**	**0**	**0**	#DIV/0!
		32 Paternity Order Entered Properly/Timely						**2**	**0**	**0**	#DIV/0!
		33 Documents Completed/Signed/Referred for Supervisor/Judicial Review						**1**	**0**	**0**	#DIV/0!
		34 Notes Entered on Applicable Events and Dispositioned.						**3**	**0**	**0**	#DIV/0!
		35 All Associated Case/NCP worklist Items Processed and Deleted.						**1**	**0**	**0**	#DIV/0!
SUPPORT/		36 Upon Location of NCP was Order Established Within 90 Calendar Days						**3**	**0**	**0**	#DIV/0!
MEDICAL		of Location? **OR**									
		37 Complete Service of Process or Document Unsuccessful Service						**3**	**0**	**0**	#DIV/0!
		Within 90 Calendar Days?									
		38 PPPA repayment ordered?/Requested via IVA interface?						**2**	**0**	**0**	#DIV/0!
		39 PPPA repayment not ordered with justification? Requested via IVA interface?						**2**	**0**	**0**	#DIV/0!
		40 Civil Action Documents Generated through ACTS and Service of Process						**3**	**0**	**0**	#DIV/0!
		Information Entered in ACTS?									
		41 Was CRIA Event Created and Dispositioned in ACTS?						**1**	**0**	**0**	#DIV/0!
		42 Was Proper Legal Procedure followed?						**3**	**0**	**0**	#DIV/0!
		43 Was Medical Insurance/Medical Support Ordered? Documentation						**3**	**0**	**0**	#DIV/0!
		in ACTS reflecting why if not ordered?									
		44 Was medical cost verified and entered into ACTS/Medical Insurance record						**3**	**0**	**0**	#DIV/0!
		created? Medical notice sent to client? If medical insurance provided by									
		a non-participant, is there documentation in ACTS?									
		45 Was Worksheet Completed Correctly with Clear Documentation reflecting						**3**	**0**	**0**	#DIV/0!

Category	#	Item				
		Income Utilized, Expenses, etc.				
	46	Daycare or Extraordinary Needs Verified/Documented in ACTS	2	0	0	#DIV/0!
	47	Applicable Events Dispositioned and Notes Entered.	3	0	0	#DIV/0!
	48	Was the Court Order Entered Correctly on Screen FOD per ACTS	4	0	0	#DIV/0!
		procedures and CSE Policy(Correct Terms per Hard Copy and Subaccounts)				
	49	Case in Correct Processing Status?	3	0	0	#DIV/0!
	50	All Associated Case/NCP worklist Items Processed and Deleted.	1	0	0	#DIV/0!
ENFORCEMENT NON-COURT ACTION	51	Order enforced within 30 calendar days of location of NCP or identification of	3	0	0	#DIV/0!
		delinquency if service of process is not necessary?				
	52	Withholding to Employer Within 5 Working Days of New Employer and	3	0	0	#DIV/0!
		service of process information entered properly and timely?				
	53	Certificate of Service Generated within Month of W/W notice Generated?	2	0	0	#DIV/0!
	54	Case in Correct Processing Status?	3	0	0	#DIV/0!
	55	Case properly authenticated for Tax Intercept Submission?	2	0	0	#DIV/0!
	56	Workman's Compensation Hits Completed Timely/Properly?	2	0	0	#DIV/0!
	57	I/W worksheet contains appropriate cases	5	0	0	#DIV/0!
	58	Employer Non-Compliance Monitored and Correct Action Taken?	3	0	0	#DIV/0!
	59	Appropriate Documents Generated Through Document Generation?	2	0	0	#DIV/0!
	60	Documents completed/signed/referred for supervisor/judicial review	1	0	0	#DIV/0!
		and signature.				
	61	Availability of Medical Insurance Follow-up.	2	0	0	#DIV/0!
	62	Notes Entered on Applicable Events and dispositioned	3	0	0	#DIV/0!
	63	All Associated Case/NCP worklist Items Processed and Deleted.	1	0	0	#DIV/0!
COURT ACTION	64	Successful service of NCP within 60 calendar day of identification of non-	3	0	0	#DIV/0!
		compliance or documentation of unsuccessful service?				
	65	Case in Correct Processing Status?	3	0	0	#DIV/0!
	66	Documentation Exist that All Enforcement Remedies Examined	2	0	0	#DIV/0!
	67	Scheduling Process Properly Completed and Dispositioned.	2	0	0	#DIV/0!
	68	Proper civil action filed and proper court documents generated with correct	2	0	0	#DIV/0!
		service of process information entered properly and timely? Applicable notes entered?				
	69	Case Synopsis Properly Completed for Attorney Review Prior to	1	0	0	#DIV/0!
		Court Date?				
COURT ACTION CONTINUED	70	Displays IVD Program and Case Knowledge in Court?	2	0	0	#DIV/0!
	71	Changes to Court Orders/Subaccounts Entered Correctly?				#DIV/0!
		UNADJ arrears to ADJ / Intercept indicator correct?	3	0	0	#DIV/0!
	72	Resolution of court action completed within 2 days from court date.	2	0	0	#DIV/0!
	73	Court orders generated in ACTS?	1	0	0	#DIV/0!
	74	Were court orders entered into ACTS system within 3 days of the effective date	2	0	0	#DIV/0!
		of the order and copies sent to all parties per CSE policy?				
	75	Case moved from DELQ processing status to COLL processing status if appropriate?	2	0	0	#DIV/0!
	76	Availability of Medical Insurance Follow-up.	3	0	0	#DIV/0!
	77	Case properly authenticated for Tax Intercept Submission?	2	0	0	#DIV/0!
	78	All Associated Case/NCP worklist Items Processed and Deleted.	1	0	0	#DIV/0!
MOD / REVIEW	79	Within 15 calendar days of the RNIR or RARE event being created, was a	3	0	0	#DIV/0!
		determination made whether or not a review should be conducted?				
	80	Within 180 calendar days of determining that a review should be conducted,	3	0	0	#DIV/0!
		was appropriate action taken? (RARB, RARD etc.)				
	81	Case in Correct Processing Status?	3	0	0	#DIV/0!
	82	Correct process & results documented (verif. of income, worksheet etc.)	4	0	0	#DIV/0!
	83	Follow up on availability of medical insurance	1	0	0	#DIV/0!
	84	Scheduling process properly completed and dispositioned / Notes added /		0	0	#DIV/0!
		Service of process entered?	1	0	0	#DIV/0!
	85	Were court orders entered into ACTS system within 3 days of the effective date of the		0	0	#DIV/0!
		order and copies sent to all parties per CSE policy?	1	0	0	#DIV/0!
	86	If documents generated not used or events created in error, OOPS disposition entered	1	0	0	#DIV/0!
	87	Resolution of court action completed within 2 days from court date.	2	0	0	#DIV/0!
	88	All Associated Case/NCP worklist Items Processed and Deleted.	1	0	0	#DIV/0!
INTERSTATE	89	Responding state notified of case status changes within 10 days of		0	0	#DIV/0!
		receipt of information?	2	0	0	#DIV/0!
	90	Enforcement action initiated within CSE timeframes?	3	0	0	#DIV/0!
	91	Correct interstate codes on screen C8C?	2	0	0	#DIV/0!
	92	Order entered on Screen IOD?	2	0	0	#DIV/0!
	93	Incoming CSENET transactions properly completed and deleted?	3	0	0	#DIV/0!
	94	Outgoing CSENET transactions completed properly for CSENET states?	3	0	0	#DIV/0!
	95	All interstate case activities documented on Screen URS if the other state is not		0	0	#DIV/0!
		CSENET functional and notes added as appropriate?	3	0	0	#DIV/0!

96 All Associated Case/NCP worklist Items Processed and Deleted.	**1**	**0**	**0**	#DIV/0!
TOTALS		0	0	#DIV/0!
Quality Score				#DIV/0!
TOTALS		0	0	#DIV/0!
Timeliness Score				#DIV/0!

**REVIEWER'S
COMMENTS:**